



PULSE INSURANCE LIMITED INTRODUCER TERMS OF BUSINESS AGREEMENT

Introduction

The purpose of this document is to describe the services we provide to introducers of business to us and the actions that we expect introducers to undertake. In this document, 'Pulse', 'we', 'us', 'our' and 'the Company' means Pulse Insurance Limited, which is incorporated under the laws of England and Wales under Company Number 3492137 with its registered office at 6 Oxford Court, St James Road, Brackley, Northants, NN13 7XY.

Pulse is authorised and regulated by the Financial Conduct Authority in the United Kingdom and our Financial Services Register Number is 308626. Passporting rights have been granted on a Freedom of Services basis for Belgium, France, Ireland, Luxembourg and the Netherlands and we can process applications where the life assured or grantee is located in a country where Lloyd's of London is licensed.

Our Service

In respect of business submitted by you, we will;

- Review the information provided to ascertain if we have sufficient details to submit the enquiry to underwriters. If not, we will ask you to provide additional information.
- Determine which of our underwriters is most appropriate to show the enquiry to, based on our knowledge and experience of their underwriting criteria, limits, pricing and claims handling capabilities. Pulse only offers products from a limited number of underwriters. We do not provide advice on the suitability for your client of the products we offer.
- Submit the enquiry to the selected underwriter.
- Provide a non-binding indication, including details of any subjectivities or additional requirements. These are normally sent by e-mail, together with the relevant Proposal Form, Key Features and any other documentation that needs completing. Where the indication does not fully meet the needs identified by you, we will identify this.
- Acknowledge receipt of the completed form(s) and submit them to underwriters. In the majority of cases, some form of medical information is required and where a delay is encountered in obtaining this, we ask underwriters to keep chasing the GP. We will keep you updated on a regular

basis of the progress of the application and may seek your assistance to overcome any delays, such as obtaining medical information.

- Advise you of underwriter's acceptance terms and the date that they expire. Where required, we will provide you with a form for your client to sign confirming their acceptance of these terms. This form may be returned to us by email, fax or post. When returned by email or fax, the original must be posted to us as soon as possible.
- Confirm in writing when underwriters are 'on risk'.
- Send the policy documents to you on a timely basis.
- Contact you should difficulties be encountered in collecting the premium(s) payable.
- On receipt of premium, pay commission as set out in the acceptance terms sent to you.

Your Obligations

- To identify the needs and requirements of your client.
- To undertake such verification of your client as is necessary to ensure compliance with anti-money laundering and other similar legislation and provide us with a copy for our records.
- To obtain documentation and submit our requests for information on a timely basis. At no stage will we contact your client directly unless we are unable to contact you and are facing a time-critical deadline.
- To determine if the terms provided by us meet the needs of your client and to advise them of any gap.
- To obtain, where required, the signed acceptance of your client to the terms offered by underwriters.
- To forward policy documents to your client on a timely basis.
- To assist us in obtaining payment of the premium by your client.
- To advise us of any change in your regulatory status.

Client Money

Pulse maintains Statutory Trust accounts with approved banks in the UK and Ireland for the receipt of client money. Confirmation has been obtained from these banks that funds within these accounts may not be applied to offset other accounts maintained by the Company.

Where client money is received by Pulse, agreement has been reached with underwriters that payment of the money to us is the same as if had been paid to

them. This means that if we do not make payment to the underwriter, neither you nor your client will be obliged to pay again.

Commission and Fees

We receive commission from insurers and share this with you. We do not charge a fee for our services. If you are a member of a network, commission will be paid to your network unless we receive their written instructions to pay commission direct to you.

In addition to commission, we may also receive an administrative fee for issuing Policy Certificates and collecting premiums on behalf of certain underwriters.

Data Protection and Confidentiality

We are registered with the Information Commissioner in accordance with the requirements of the Data Protection Act 1998 and have adopted policies and procedures to ensure compliance with this legislation. Data received from you in a protected format will be accorded the same level of protection when shared with underwriters.

We will treat information provided by you and your client in confidence and will use this to obtain terms from underwriters and to meet our regulatory reporting requirements.

Governing Law

These Terms and any non-contractual obligations connected with them shall be construed in accordance with the laws of England and Wales and each Party hereby submits to the exclusive jurisdiction of the courts of England and Wales.

Signed Date

For Pulse Insurance Limited

Signed Date

For Name of Introducer

Agency Number

This Agreement should be returned to Pulse Insurance Limited, 6 Oxford Court, St. James Road, Brackley, Northants. NN13 7XY, United Kingdom or scanned to admin@pulse-insurance.co.uk.